

# URMSTON PARTNERSHIP

NEWSLETTER—WINTER 2009

## NEXT PARTNERSHIP MEETING

Wednesday 27th January 2010 - 1.45pm for 2pm start at Urmston Library

### CONGRATULATIONS BERNARD MURRAY QUALITY FRESH FOODS



Bernard Murray, his family and staff at Quality Fresh Foods celebrated 10 years of trading in Urmston on 3rd December .

Legendary shopkeeper Bernard, a true community figure and former Chairman of Urmston Partnership, attributes his success to loyal support from the people of Urmston.

### URMSTON AMBASSADORS

As a Partnership member we would appreciate your help in promoting Urmston's assets to customers and visitors:-

free long stay parking at Golden Hill Park,  
Manor Avenue and Atkinson Road  
3 hours free parking at Eden Square  
Unique independent shops and businesses  
Friendly personal service  
Outdoor and indoor market (Tues, Fri & Sat)  
State of the art public library  
Good transport links

### CONGRATULATIONS BLUE RAJ

Blue Raj were voted Trafford Restaurant of the Year by Messenger readers in a phone poll run by the newspaper group over the summer.

Saj Miah, who opened Blue Raj 4 years ago, believes that in addition to award winning food, their customer service is what makes them unique and encourages people to return. "Staff make a real effort to talk to all of our customers, regardless of whether they come every week or are visiting for the first time. We aim to make everybody feel relaxed and comfortable. People in Urmston like to go out and enjoy themselves and they don't mind spending money as long as they know they are going to have a good time."

Contact Linda Fenney

(Chairman of Urmston Partnership)

on

[urmston\\_partnership@yahoo.co.uk](mailto:urmston_partnership@yahoo.co.uk)

if you are interested in featuring in the monthly editorial on Urmston in the Stretford and Urmston Messenger.

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URMSTON  
PARTNERSHIP

If you would like an article included in a future newsletter or have any comments on this edition please contact: Christine Musgrove

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Partnership website: [www.urmstontowncentre.org.uk](http://www.urmstontowncentre.org.uk)



## CHRISTMAS SWITCH ON EVENT

Friday 27th November 2009.

### THANK YOU

On behalf of Urmston Partnership the Chairman would like to thank everyone who helped at the Christmas Lights switch-on. ASK provided the tree lights and special effect features, Stretford and Urmston Rotary Club and Urmston Lions provided a Christmas Grotto and arranged for Father Christmas to be present and distribute selection

boxes generously provided by Sainsbury's. The crowd were amply entertained by the children of Abbotsford Preparatory School, 'Grace in Flame' and members of Urmston Musical Theatre.

Costa Coffee and Sainsbury's kindly supplied the crowd with refreshments; hot drinks and mince pies.

#### Stan and Sue Smith of Cavendish Sports accepting their award at the Business Networking and Feedback Event held at Pond Quay



### ASSOCIATION OF TOWN CENTRE MANAGERS (ATCM) ENTERPRISING TOWN CENTRE PROJECT

Urmston Partnership successfully applied to be part of a free programme of support for town centre businesses in the North West sponsored by the ATCM and the North West Retail Centres of Vocational Excellence (CoVE).

A number of Urmston businesses were asked to complete a survey provided by an independent research company. Urmston was commended, particularly considering all the problems with the recession following on the heels of a major town centre redevelopment. 40 Urmston businesses took part in a 'mystery shopper' programme with a view to helping their customer experiences and business prospects.

To celebrate the culmination of the project a business networking and feedback evening event was held at the Pond Quay restaurant with a buffet supper kindly provided at cost by Veronica Lee, the owner. Stan and Sue Smith from Cavendish Sports said 'We really enjoyed the evening and meeting other businesses and had the unexpected bonus of winning one of the 'Outstanding Business' awards. Even though we're slightly outside the main town centre, Cavendish Sports is doing well in the current economic climate. This has been primarily through 'word of mouth' publicity, with our printing and work wear side showing particular growth. We attribute our continued success to the loyalty of Urmston people, who are still enthusiastic about championing local businesses.'

Most of the participating businesses have now received one to one feedback of their results in a private interview. Nick Williamson from 'The **halfprice** bookshop' on Urmston market said 'The feedback was very helpful. I'm always after improving my customer service. There were one or two minor things to think about but mostly, the feedback encouraged my strong points. It's nice for us to feel we're doing a good job.' This project certainly helped to provide extra support for small businesses who would not normally have the funds for this. The next part of the project involves additional free advice and training help for participants.

## Help with Business Rates

The government have introduced a scheme for most ratepayers to defer 3% of their total rate bill for 2009/10 —the Business Rates Deferral Scheme.

The deferred amount has to be paid back over the next two financial years in equal portions; half during 2010/11 and half over 2011/12.

All traders will receive a letter from Trafford's Revenue Services inviting them to apply.

However, in the meantime all ratepayers should carry on paying their existing rate bills.



## Rates Revaluation

Rate revaluation for all commercial property will take effect on 1 April 2010 and is based on market rental valuations as of April 2008. Most businesses will see increases in their rateable value and it is recognised as a serious cost issues for businesses. Business rates are set by the Valuation Office Agency, collected locally, but redistributed by central government. We recommend that all businesses investigate the ways rate bills can be reduced, including transitional relief. Information is available at [www.trafford.gov.uk/business](http://www.trafford.gov.uk/business). For more information and to appeal your new valuation visit [www.voa.gov.uk/2010](http://www.voa.gov.uk/2010).

## VAT Holiday to End

The standard rate of VAT will return to 17.5 per cent on 1 January 2010. For any sales of standard-rated goods or services that you make on or after 1 January 2010 you must charge VAT at the rate of 17.5 per cent. If you have a cash business and calculate your VAT using the VAT fraction you must revert to the VAT fraction of seven fortysevenths from 1 January 2010. There are no changes to sales that are zero-rated or reduced-rated for VAT. Similarly, there are no changes to VAT exemptions. Any sales you make at these rates are unaffected by this change.

## Free Business Advice And Support

BusinessLink have lots of practical advice, information and support for all businesses, including information on how to manage during the recession, marketing and business efficiency, training and how to look after staff working alone.

More information is available on their website:

[www.businesslink.gov.uk/northwest](http://www.businesslink.gov.uk/northwest)

## WEBSITE

Please add a reciprocal link from your website to [www.urmstontowncentre.org.uk](http://www.urmstontowncentre.org.uk)

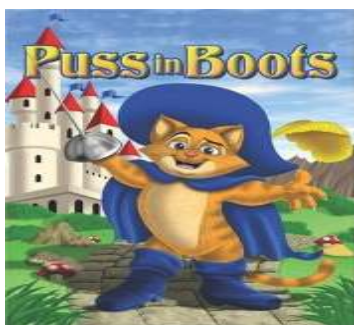
Remember to let Christine have details of any promotional offers, events, celebrations etc so she can add them to the website and/or include them in the newsletter.

## DO YOU WANT TO JOIN IN THE BIG TIDY UP?

Although we are very fortunate in Urmston and have an excellent street cleaner in the form of Dave Marshall, if you know of an area within or near the town centre that could do with a good tidy up, let us know about it and we will endeavour to help get it cleared.



**URMSTON MUSICAL  
THEATRE** proudly present



**PUSS IN BOOTS**

Urmston Leisure Centre, Bowfell Road.

**HALF TERM — FEBRUARY 2010**

**7.30pm - Tuesday 16th to Friday 19th**

**12 noon and 4pm - Saturday 20th**

For tickets call 0161 408 1288

or visit [www.umt.org.uk](http://www.umt.org.uk)

Current/forthcoming Events :-

- Carol Singing by local schools**
- Festive Shop Window Competition**
- Easter Egg Hunt 2010**
- Urmston Summer Fiesta**
- Flixton Urmston Davyhulme  
Carnival**

Can your business help by allowing staff to spend an hour or two helping at an event or by sponsoring an event?

The more people and funds we have available, the more events we can organise which all helps to encourage extra visitors into the town centre to support local businesses!

**URMSTON  
NEIGHBOURHOOD  
POLICE TEAM  
0161 856 7684/7680**

**WELCOME TO  
NEW MEMBERS**

Since the summer newsletter the following members have joined us:

- Sainsbury's**
- Stretford and Urmston Rotary Club**
- Isinglass**
- Costa Coffee**
- Slater Heelis Solicitors**
- Stott's Opticians**
- Floribunda**
- Tots 2 Teens**

**THANK YOU BOTH**

A big thank you to Daniel Mellor of John Tollitt's Funeral Service of the excellent work he did on behalf of the Partnership during his role as Secretary. Although work commitments mean Daniel has now left the post, he has confirmed he will continue as a member and support us whenever time allows.

Thank you also to Bob Thomas-Carter of Thomas Carter Opticians who has agreed to take on the role of Secretary.

Christine Musgrove  
Area Co-ordinator Trafford Council



Members should contact me if they need help with any Council or Urmston Partnership related issues in Urmston town centre.

**Tel: 0161 912 4465**

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